



INTERPRETATION SERVICES QUESTIONS & ANSWERS



How Do You Define Interpretation?

The art of interpretation consists in providing an oral rendition from a source language into a target language while preserving the full meaning of the message in its source language.

How do I get connected to an interpreter?

If calling from the continental U.S. or Canada, you simply will need to dial your toll free assign access number, provide your client ID number or Call Access Code to the Customer Care Agent and request the language you need interpretation into.

How long does it take to get connected to an interpreter?

Once we have collected your client ID number or Call Access Code, you then will be asked to provide the language you need interpretation into and from that point on it's a matter of seconds before an interpreter is connected to your call.

Are interpreters available after business hours and on weekends?

Yes. Our OPI service is accessible 24 hours a day, 7 days a week, 365 days a year. On average, an interpreter is available within seconds. On rare occasions, all interpreters handling a particular language may be unavailable; in that case, we will ask you to either hold for few minutes or allow us to call you back as soon as the Interpreter of the language for which you need interpretation becomes available.

How are language request errors handled?

If you realize the language requested is an error, do not panic, simply kindly ask the interpreter to transfer your call back to the Help Desk and a Customer Care Agent (CCA) will re-dispatch your call to the appropriate interpreter.

If you are having trouble identifying the language, please inform the Customer Care Agent (CCA) that you will first need to ID the language needed prior to anything, then the (CCA) will take it from there.

What should I do in the case of a poor sound quality call?

If all parties are having difficulties hearing each other, for better connection, it is recommended to "end the call" and immediately call us back. Please make the interpreter aware of your decision to "end the call" so the proper information can be conveyed to the Limited English Person (LEP).

How should the call be handled once the interpreter is connected?

Please take control of the call by introducing yourself and your organization. Do not always assume that the interpreter or the Limited English Person (LEP) knows all about your organization. Then, you can first ask for the interpreter's ID number, then the interpreter's name. Briefly tell the interpreter how he / she can help you and try to be as specific as possible. Please do not forget to give specific instructions.

What should I do to facilitate the interpretation?

Please refrain from using slang, jargon, acronyms that may not be known to the interpreter. Let each party take its turn to speak. The interpreter will always ask for clarification if needed. Our interpreters are professionals trained on different levels; politeness is one of their key characteristics. It's important to be cordial to all parties involved in order to facilitate the interpretation and ensure a positive call flow. Keep in mind that whenever both parties work in accordance and have a mutual respect for each other, even the most difficult tasks can seem effortless. Please remember we are here to help so please look at it as a team effort.



Are your interpreters trained in specific industry terminology?

Lone Star Interpreters works in close proximity with industry experts to provide our interpreters with specialized terminology training on legal, medical, insurance just to name a few. For fast growing industries, our team of experts makes sure our interpreters are constantly updated on new terminology and or modification of existing ones. If your organization uses a specialized terminology that may only be known to your personnel and customers, we most likely will request that you provide us with additional information in an effort to serve you better.

Are all calls confidential?

Yes, all calls are confidential as thoroughly described in our Confidentiality Agreement. Remember, all **Lone Star Interpreters** are in accordance with a signed Confidentiality Agreement also part of their Professional Code of Ethics.

Do you record calls?

No, we do not. However, you are free to record calls consistent with any legal stipulations

Do you provide On Site Interpretation?

Yes, we do. Please refer to the **Services** page on our website for more information about our On Site interpretation services.

How do I report poor service?

When opening a call, the interpreter will always introduce herself or himself by interpreter ID number. This is a number specifically assigned to that particular interpreter and that is used internally for tracking purposes. Although interpreters will also identify themselves by first name, but do not rely on the name alone as they may be several interpreters with the same first name. So please always make sure you write down the interpreter's ID Number in addition. In the event you would

like to report an incident with an interpreter, you may go to the **Contact Us** page on our website www.lonestarinterpreters.com and click on **Voice Of Customer**, or send an email to voc@lonestarinterpreters.com or you can call our Customer Care Service at 1-888-649-2879 to report the incident by phone.

How are your language services billed?

Usage is billed in one-minute increments and rounded up to the next highest whole minute. Charges begin when the interpreter comes on the line and end when you hang up. Lone Star Interpreters also offers **Unlimited Packages** allowing customers to have unlimited service usage for one recurring monthly charge. To find out about additional billing options, please call our Customer Care Service at 1-888-649-2879.

Does the Interpreter's phone have the 3rd Party dial capability?

Absolutely! When you need to reach a 3rd party while the interpreter is already connected, no need to terminate the call and call the toll free again, simply tell the Interpreter you would like to reach a 3rd party and provide her/him with the number to call. All 3rd Party dial out calls within continental U.S., Canada and Puerto Rico are free. International calls are subject to an international call charge.



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